Headquarters U.S. Air Force

Integrity - Service - Excellence

SG Workflow Management IPT Interim Recommendations

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Outline

- **Workflow Management IPT Deliverables**
- **Interim Recommendations**
- **Way Ahead**

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IPT Deliverables

- **Interim recommendations for improving SG workflow management process**
  - **Action required prior to availability of EIM Workflow (~Apr05)**
  - **EIM Workflow won't change everything (e.g. QUEST)**
  - **Review current levels of coordination for packages, to include purpose and execution at each level**
- **Final recommendations to include EIM Workflow Tools**
  - **Develop list of requirements for effective SG workflow mgmt**
  - **Work closely with HAF EIM Workflow Pilot to ensure EIM solution meets SG requirements**
  - **Evaluate EIM Workflow / Plan transition to EIM Workflow**
  - **Develop a workflow users guide for SG personnel**
  - **Develop standardized business rules (revise SGOI 36-1)**

Interim Recommendations

Issue: AOs not using current version of QUEST

Recommendation:

- **Provide instructions to AOs for verifying / updating QUEST (already completed)**
- **If this is not adequate, talk to AFPCA about scan to ID PCs with older versions of QUEST**

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Interim Recommendations

Issue: Confusion exists when multiple internal suspenses are created for a given tasker, and the AO is unclear on the "real" suspense. Requirement for visibility of both external and internal suspenses.

Recommendation:

- **Reinforce HAF/ES workflow training. If HAF/ES guidelines are consistently followed, visibility of both external and internal suspenses is preserved**

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Interim Recommendations

Issue: Proliferation of workflow email boxes creates confusion

Recommendation:

- **Delete workflow email boxes not being used**

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Interim Recommendations

Issue: Some AOs do not take responsibility for proper staffwork (e.g. AOs not using QUEST, AOs stating "I'm not an admin person", AOs not following HAF/ES training guidance)

Recommendation:

- **Message from leadership re-emphasizing "we are all AOs" concept**
- **IPT will produce short "training guide" on Kx to go along with leadership message. Concept: Gather all resources in one place for easy reference and focus on low-hanging fruit.**

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Interim Recommendations

Issue: Getting taskers to AOs takes too long / is too resource intensive. Often SGE knows who the AO should be but they cannot send VFR.

Recommendations:

- **The review process down / up chain of command does not need to be a mirror image**
  - **Err on the side of speed on the way down**
  - **Err on the side of coordination on the way up**
- **Consolidate above / below line workflow boxes between "four horsemen" and AFMSA 3 letter counterparts**

Interim Recommendations

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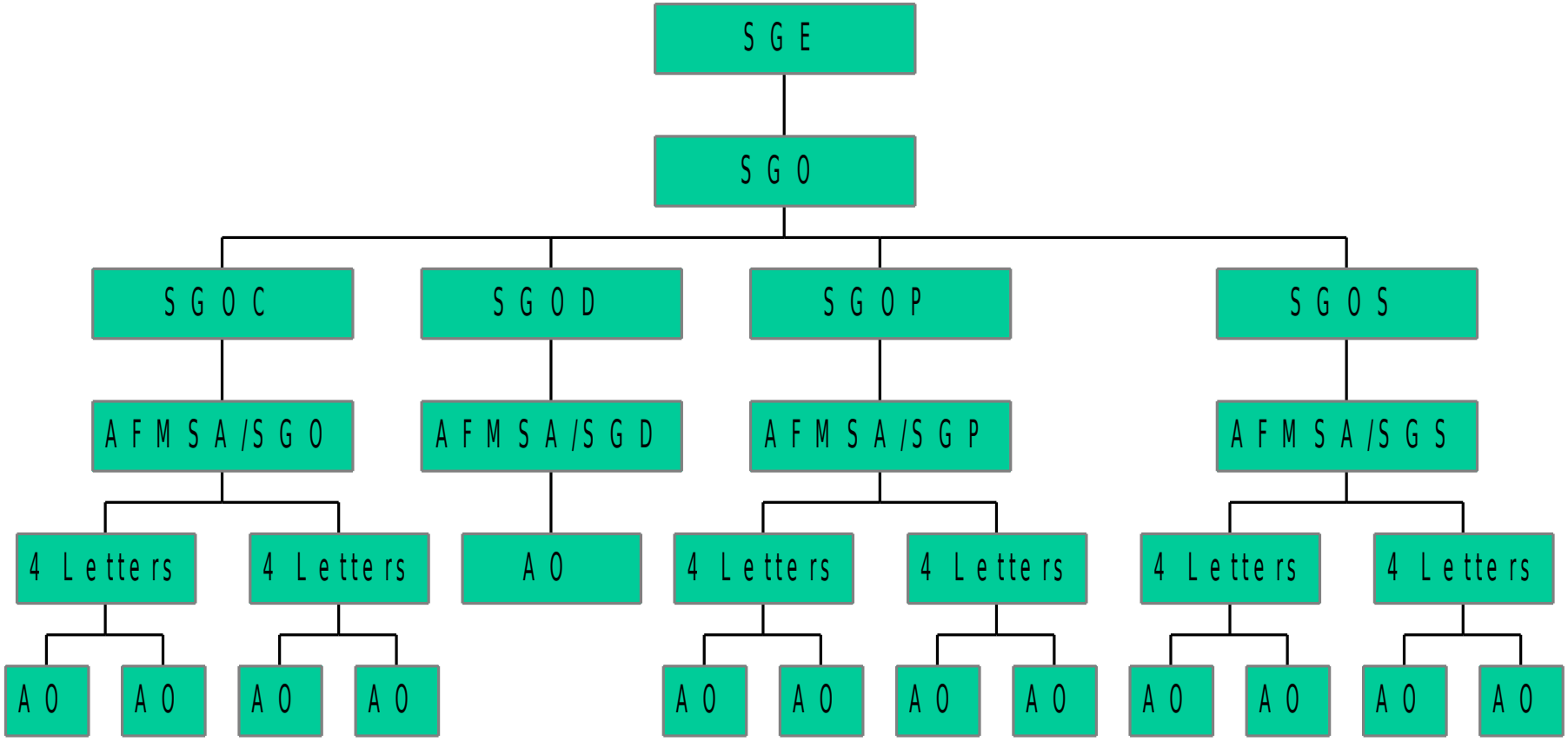
SGO workflow path today for 80% of SG taskers:
Takes too long to get to AO



Interim Recommendations

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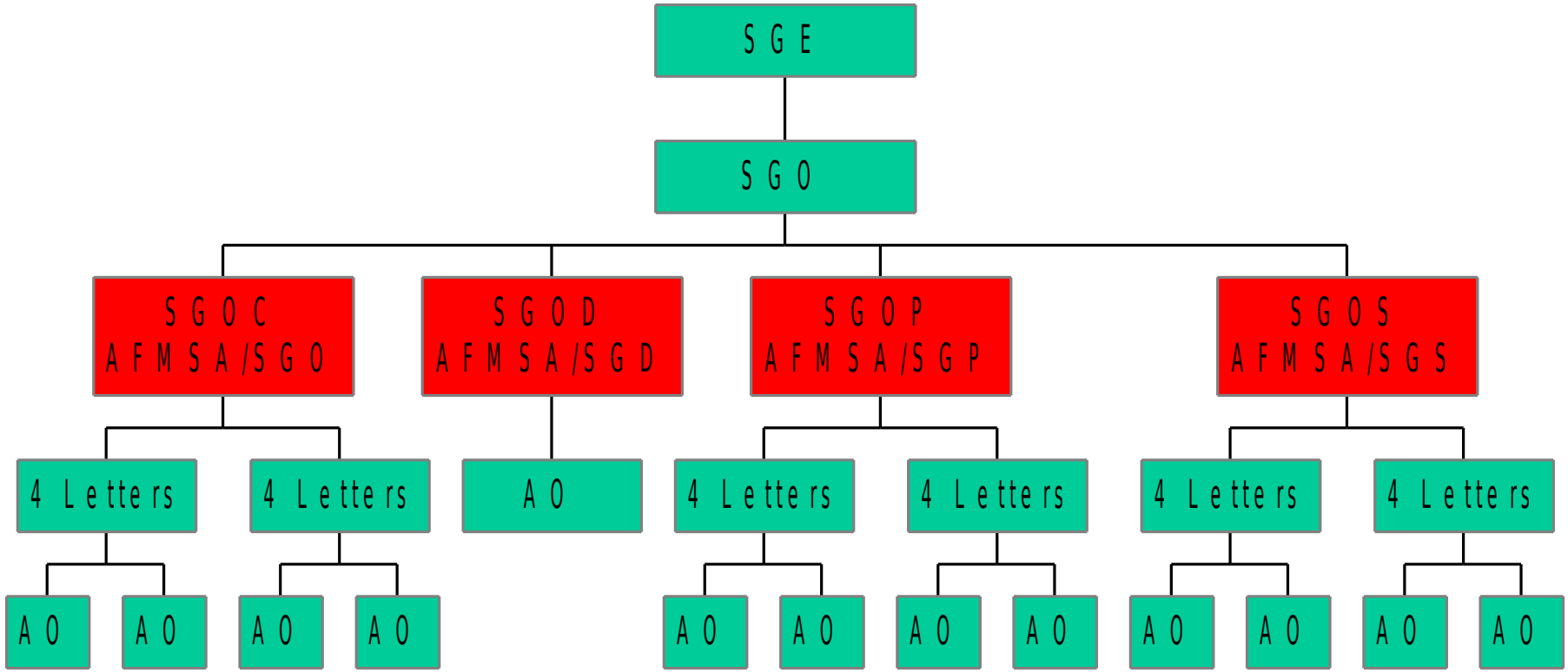
Recommendation:
Combine above/below line workflow boxes to streamline process
(similar to SGR and SGC current process)



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Interim Recommendations

Keep Current Process

Pros:

- **"Four horsemen" have more control over process**
- **No change required**

Cons:

- **Takes too long for AOs to get taskers**
- **Too many layers of bureaucracy**
- **Inefficient**
- **In most cases, admin staff is making decisions on routing of taskers**

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Interim Recommendations

Combine Workflow Boxes

Pros:

- Streamline process / Eliminate layer
- Promote communication above / below line
- Potential to free up some manpower

Cons:

- Will not fix more fundamental issues if above/below line offices are not working in close coordination
- "Four horsemen" might lose some level of control over process ("on the way down" only)

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Way Ahead

- **Nov04-Apr05: “Kick the tires” on EIM workflow via active participation in HAF EIM Workflow Pilot**
  - **Excellent opportunity to influence the future of HAF workflow process**
- **~Mar05: Recommend go/wait decision to implement EIM workflow throughout SG**
- **TBD: Plan for SG transition to EIM workflow**
- **TBD: Rewrite business rules and create user’s guide**
- **TBD: Execute SG transition to EIM workflow**